

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:49
ANSWERED ON:24.02.2016
Food Prices more than MRP
Mahto Dr. Banshilal

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Government is aware that the prices of food items, tea, drinking water, etc. being sold at railway stations and trains are more than Maximum Retail Price (MRP);
- (b) if so, the details thereof; and
- (c) the steps being taken by the Railways to ensure quality food items at fair prices at all railway stations and in trains of the country?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) and (b): Authorized Railway Contractors (licensees) provide food items, tea, drinking water, etc. in trains and stations as per approved rates provided by the Railways. However, about 2334 complaints of overcharging have been reported during last year (i.e. 01.01.2015 to 31.12.2015). Action has been taken against defaulting licensees including imposition of fines in 1601 cases.

(c): Steps taken to ensure that good quality and hygienic food is served to the passengers include: (i) Imposition of penalties in case of deficiencies detected in services. (ii) Introduction of station based E-Catering for widening the range of options available to passengers for ordering food of their choice. (iii) Introduction of precooked food ('ready to eat' meals) in the range of options available to passengers. (iv) Operation of centralized Catering Service Monitoring Cell (CSMC) (toll free number 1800-111-321) for prompt redressal of passenger grievances relating to the catering activities and real time assistance to travelling public. (v) Operation of all India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services.
